

**Memorial Day Federal Holiday  
Processing and Customer Service Hours  
Attachment to May 2011 Electronic Announcement**

Our federal offices as well as our Title IV processors and call centers will be closed on Monday, May 30, 2011 to observe the Memorial Day federal holiday. See below for the various centers' operation status on the holiday.

**CPS**

The Central Processing System (CPS) will accept data on Monday, May 30, 2011 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, May 31, 2011.

**COD System**

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, May 30, 2011, but schools will not be able to receive any federal funds on that day. Requests for changes in funding levels and for funds will not be processed until Tuesday, May 31, 2011.

**Web Sites**

All Federal Student Aid Web sites will remain operational on the holiday.

| <b>Federal Student Aid Customer Service or Processing Center</b>                                                                         | <b>Telephone Number</b>                            | <b>Status on the Memorial Day Federal Holiday, Monday, May 30, 2011</b> |
|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------|
| Campus-Based Call Center                                                                                                                 | (877) 801-7168                                     | Closed                                                                  |
| COD School Relations Center <ul style="list-style-type: none"><li>• Direct Loans</li><li>• Grants</li><li>• Applicant Services</li></ul> | (800) 848-0978<br>(800) 474-7268<br>(800) 557-7394 | Closed<br>Closed<br>Closed                                              |
| CPS/SAIG Technical Support                                                                                                               | (800) 330-5947                                     | Closed                                                                  |
| Default Resolution Group                                                                                                                 | (800) 621-3115                                     | Closed                                                                  |
| Direct Loan Consolidation Center                                                                                                         | (800) 557-7392                                     | Closed                                                                  |
| eZ-Audit                                                                                                                                 | (877) 263-0780                                     | Closed                                                                  |
| Federal Student Aid Information Center                                                                                                   | (800) 4-FED-AID                                    | Closed                                                                  |
| G5 Hotline                                                                                                                               | (888) 336-8930                                     | Closed                                                                  |

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| <b>Loan Servicing Centers for Schools</b> <ul style="list-style-type: none"> <li>• Department of Education Student Loan Servicing Center (ACS)</li> <li>• Direct Loan Servicing Center – School Services</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• Nelnet</li> <li>• Sallie Mae</li> </ul> | (866) 938-4750<br><br>(888) 877-7658<br><br>(800) 655-3813<br>(888) 686-6919<br><br>(866) 463-5638<br>(888) 272-4665 | Closed<br><br>Closed<br><br>Closed<br>Closed<br><br>Closed<br>Closed |
| <b>Loan Servicing Centers for Students</b> <ul style="list-style-type: none"> <li>• Department of Education Student Loan Servicing Center (ACS)</li> <li>• Direct Loan Servicing Center</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• Nelnet</li> <li>• Sallie Mae</li> </ul>                  | (800) 508-1378<br><br>(800) 848-0979<br>(800) 699-2908<br>(800) 236-4300<br><br>(888) 486-4722<br>(800) 722-1300     | Closed<br><br>Closed<br>Closed<br>Closed<br><br>Closed<br>Closed     |
| <b>NSLDS Customer Service</b>                                                                                                                                                                                                                                                                                                                           | (800) 999-8219                                                                                                       | Closed                                                               |
| <b>Ombudsman</b>                                                                                                                                                                                                                                                                                                                                        | (877) 557-2575                                                                                                       | Closed                                                               |
| <b>Research and Customer Care Center</b>                                                                                                                                                                                                                                                                                                                | (800) 433-7327                                                                                                       | Closed                                                               |
| <b>Total and Permanent Disability Processing Centers</b> <ul style="list-style-type: none"> <li>• Nelnet Total and Permanent Disability Servicer</li> <li>• Veterans Disability Discharge Unit</li> </ul>                                                                                                                                               | (888) 303-7818<br><br>(404) 974-9490                                                                                 | Closed<br><br>Closed                                                 |